

WASHINGTON STATE DEPARTMENT OF PERSONNEL

Specification for Class of

OFFICE ASSISTANT SENIOR
01011

Abolished Effective June 1, 2005

CLASS SERIES INTENT

Performs a variety of clerical duties in support of office or unit operations.

Definition: Performs a variety of complex clerical duties.

Distinguishing Characteristics: Independently performs a variety of complex clerical projects and assignments such as establishing and revising electronic or manual record keeping systems including data base files, preparing, reviewing, verifying and processing fiscal documents, resolving clerical problems, responding to inquiries regarding policies, procedures, and services, drafting correspondence, compiling reports, and reviewing, screening, verifying, and evaluating applications, forms, or requests for information.

Assignments and projects are of a complex nature. Independent performance of complex clerical assignments requires substantive knowledge of a variety of regulations, rules, policies, procedures, processes, materials, or equipment. Problems are resolved by choosing from established procedures and/or devising work methods. Plans and organizes work. Guidance is available for new or unusual situations. Deviation from established parameters requires approval. Work is periodically reviewed to verify compliance with established policies and procedures.

Examples Of Work

Resolves problems and responds to inquiries regarding rules, regulations, policies, procedures, criteria, and services;

Reviews documents, records, or applications for completeness, accuracy, and compliance with rules; determines and explains action necessary to achieve compliance or approval;

Exercises delegated approval authority for requests relating to services, projects, activities, or financial payments;

Composes office correspondence such as requests for documentation and responses to requests for information;

Prepares, reviews, verifies and processes fiscal documents such as vouchers, purchase requests, invoices and payroll forms;

Reviews and verifies fiscal reports for accuracy; investigates and corrects errors to ensure compliance with established procedures and policies;

Establishes and maintains complex electronic or manual file systems or data base files;

Prepares or assists in the preparation, compilation, and coordination of reports and records such as financial, payroll, labor distribution, equipment usage, purchasing, inventory, personnel, scheduling, registration, and testing;

Proofreads material to correct for sentence structure, spelling, grammar, and punctuation;

Coordinates travel arrangements for staff and maintains records of travel itineraries; compiles travel expense reports and prepares travel vouchers;

Researches files, documents, and other sources to obtain or clarify information;

Devises, evaluates, and revises forms for internal use;

Compiles and keyboards or types material such as financial statements, manuscripts, schedules, test materials, engineering/construction reports, and technical and statistical reports requiring specialized knowledge and judgment in selection and treatment of data and format;

Performs complex word processing tasks such as merging and sorting, integrating text with graphics, spreadsheet, and data base files, uploading/downloading, and creating footnotes and outlines; uses spreadsheet and data base software to develop and maintain records; uses basic statistical software packages; performs simple computer inquiry programming; uses graphics software and recommends appropriate display of information;

Issues permits and collects fees; prepares cash transmittals and billings for service;

Configures, operates and maintains complex computerized mail processing equipment such as optical character readers (OCR), barcode readers (BCR) and/or folder/inserters in an agency mail center or other location;

In a Department of Corrections (DOC) mail center receives, processes and sorts inmate mail and intercepts contraband or

other unauthorized items in accordance with applicable regulations, rules, policies and/or procedures;

Arranges space and equipment for meetings and notifies participants;

Answers telephones; receives and refers visitors;

Orders, receives, and maintains office inventory;

Maintains and updates manuals and other reference materials;

Uses basic arithmetic to perform computations such as determining salaries, costs, fees, and grade point averages;

May serve as primary clerical support for a unit, department, or special project;

May operate 2-way radio to relay instructions and disseminate information;

May assist others by providing work guidance or direction but does not assign, instruct, and check the work of others on a regular and ongoing basis;

Performs the duties of Office Assistant;

Performs related duties as required.

Desirable Qualifications

High school graduation or GED.

AND

Two years of clerical experience.

Note: Some positions in this class will require keyboarding or typing accurately at a net speed of 40 words per minute or faster.

New Class: 07/01/97.

Merges/incorporates work (less lead, supervision and secretarial) formerly performed in the following classes: 00140, Clerk 3; 01140, Clerk Typist 3; 01540, Clerk Stenographer 3; and 12690, Office Assistant.